

CruzNet Cancellation of Accounts Policy (effective 6/1/1998)

To cancel your monthly account, **you must contact CRUZNET's Customer Service department in writing via email, fax, postal mail** . Verbal cancellation requests are not accepted. Cancellation requests must include the account's login name, and your name, address and phone number and other identifying information as they appear in CRUZNET's billing records. If the information provided to CRUZNET for an account does not match the account's records, cancellation may be delayed or prevented.

All cancellation requests must be received by 5:00 PM Pacific Time on the 25th of the month prior to the month before the beginning of the next billing cycle in order to be processed before the beginning of the next billing cycle. For example, if your CruzNet account's next billing cycle starts on December 1, 1999, any cancellation request must be received by 5:00 PM Pacific Time on October 25, 1999.

All CRUZNET monthly accounts must be paid in full before a cancellation will be considered complete. Service charges will extend to the end of the month in which the account is canceled. All setup fees are non-refundable. CruzNet annual accounts are renewed and must be paid 30 days prior to the start of the next billing cycle. CruzNet annual accounts include a two-month discount and are non-refundable.

If a CRUZNET account is canceled, suspended or terminated, CRUZNET may maintain the account for 30 days. You may contact CRUZNET within that time to inquire about reopening a suspended account, or forwarding mail or files to another address. CRUZNET reserves the right to refuse to forward the mail and/or files of any account terminated for violation of any provision of the Terms and Conditions or CRUZNET's Acceptable Use Guidelines. If you do not contact CRUZNET within 30 days, your account and associated files will be deleted from CRUZNET's servers, and CRUZNET will not be able to reopen it or restore files. CRUZNET is not responsible for maintaining material that it deletes from its servers as a result of a determination that the material violates any provision of Terms and Conditions, or CRUZNET's Acceptable Use Guidelines.